



Role: IT Technician

Responsible To: Senior IT Technician (BOA Trust)

Hours Per Week: 37.5

Salary Range: Support Staff Pay Scale 4 (£23,114) to Support Staff Pay Scale 10 (£25,545)

Contract: Full Time

To provide technical support to the academy staff and students.

Will be responsible for:

- Managing user accounts within Active Directory (Changing passwords & troubleshooting account issues)
- Changing Toner cartridges and stapler cartridges in Printers & Photocopiers
- Refilling paper trays in all copiers on a frequent basis each day for staff and student use
- Keeping an accurate stock check of toners
- Administering content to Internal Digital Signage displays
- Maintaining hardware for Digital Signage (Display and Raspberry Pi)
- Offering Audio & Visual support to staff and students where required
- Set-up of laptops and screen for meetings, presentations and assemblies
- Delivering and collecting laptop trolley bookings to and from classrooms, and handling the booking process.
- Facilitating laptop and PC requirements for exams and delivering as required.

Duties

- Ensure all PCs & Printers/Copiers are fully functional on a daily basis
- Ensure all Photocopiers have paper in all trays on a daily basis
- Support staff and students with any technical assistance required
- Assist students and staff with the use of cloud apps such as Microsoft Teams, OneDrive, SharePoint and Outlook
- Check outgoing and incoming equipment for any damages or issues
- Recommend new equipment for purchase
- Demonstrate processes upon request
- Keep an accurate record of consumables stock (mice, keyboards, cables etc)
- Provide support and advice, as required, on digital technologies across the academy
- Write reports on any repairs carried out
- Liaise with manufacturer regarding warranty repairs
- Contribute to overall ethos/work/aims of the academy
- Be available to work on Open days/evenings and various other academy events on request
- Undertake other duties at the reasonable request of the Principal, SLT or Line Manager

Skills Required

- Excellent IT Skills
- Attention to detail
- Good communication and team working skills
- Ability to work to deadlines

- Ability to work on your own (Excellent initiative)
- A patient, methodical approach
- Good problem-solving methods
- Awareness of Health & Safety procedures
- Understanding of various operating systems and devices

Desirable

- Experience of ICT Support
- Good level of technical knowledge
- Experience of using various systems and interfaces
- Experience of working in Education
- Strong approach to problem solving

Qualities and Attributes

- Hard working, passionate individual
- Able to accurately follow instructions, but make sound judgments and lead when required
- Excellent listening skills
- Able to work in close harmony with all staff
- Strong interpersonal, written and oral communication skills, particularly when liaising with non-technical colleagues
- Good organisational and time management skills
- Adaptable, flexible and able to work with minimum supervision
- Self-motivated, confident and able to work well under pressure
- Passion for technology and supporting others
- Ability to recognise the urgency of certain situations
- Desire to understand and learn new technologies

PERSON SPECIFICATION FOR IT TECHNICIAN

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively:

REQUIREMENTS The post holder must be able to demonstrate:	Essential/ Desirable
QUALIFICATIONS	
GCSE or A-Level in Computing (Or equivalent)	E
EXPERIENCE	
1-3 years' experience in a similar role	E
Previous experience of working in a School/Academy	D
Experience of various operating systems	E
KNOWLEDGE AND SKILLS	
Knowledge of school systems and process	E
Ability to troubleshoot issues effectively	E
Understanding of various hardware and software solutions	E
Knowledge of Microsoft 365 and cloud services	E
Ability to deliver training confidently and clearly (where required)	D
PERSONAL ATTRIBUTES	
Efficient, accurate and excellent attention to detail	E
Organised, reliable and self-motivated.	E
Driven to achieve and exceed targets.	E
Dynamic, confident, focussed, and innovative.	E
Personable approach and good customer service skills	E
Calm approach to problem solving	E
Good Interpersonal skills, able to demonstrate excellent verbal and written communication skills with a broad range of stakeholders in a variety of formats.	E
Positive attitude to equal opportunities.	E